

35. Measurement	
Percent POTS/UNE-P Trouble Report Within 10 Days (I-10) of Installation	
Definition:	
Percent of N, T, C orders that receive an electronic or manual trouble report on or within 10 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. Excludes disposition code "13" reports (excludable reports), with the exception of code 1316, unless the trouble report is taken prior to completion of the service order. Excludes reports caused by customer provided equipment (CPE) or wiring. Excludes trouble report received on the due date before service order completion. 	
Business Rules:	
Includes reports received the day after SWBT personnel complete the service order through 10 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 10 days of service order completion. These will be reported the month that they are closed. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.	
Levels of Disaggregation:	
N, T and C Orders POTS <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) Business class of service Residence class of service UNE Combination <ul style="list-style-type: none"> Field Work (FW) No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports on or within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types). UNE Combination Parity between Field Work compared to SWBT Field Work (N, T, and C order types) and No Field Work compared to SWBT Retail No Field Work (N, T, and C order types).	

35.1 Measurement (New Measure)	
Percent UNE-P Trouble Reports On the Completion Date	
Definition:	
Percent of C orders for UNE-P conversions that receive an electronic or manual trouble report on the day of completion.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. Excludes disposition code “13” reports (excludable reports), with the exception of code 1316. Excludes reports caused by customer provided equipment (CPE) or wiring. 	
Business Rules:	
Includes reports received on the day of completion for UNE-P conversion orders. The denominator for this measure is the total count of UNE-P orders posted within the reporting month. The numerator is the number of trouble reports received at any time on the day of completion. These will be reported the month that the trouble report is closed.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> UNE –P No Field Work (NFW) 	
Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports on or within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic. The results of this measurement are included in PM 35. Damages and assessments will be paid based on the PM 35 results.	

36. Measurement	
Percent No Access (Service Orders With No Access)	
Definition:	
Percent of Field Work (FW) orders with a status of “No Access.”	
Exclusions:	
<ul style="list-style-type: none"> Excludes customer caused misses. (SL – customer requests later date, SO – other customer reasons, SR – customer not ready). Excludes all orders that are not N, T, or C. No Field Work. 	
Business Rules:	
SWBT personnel set the “No Access” flag when access cannot be obtained to the customer’s premises.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combination - None	
Calculation:	Report Structure:
Count of orders that are No Access ÷ Total Field Work orders	Reported for CLEC, total CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS parity between Field Work compared to SWBT Field Work (N, T, and C order types). UNE Combination Parity between Field Work compared to SWBT Field Work (N, T, and C order types). .	

Maintenance

37. Measurement	
Trouble Report Rate	
Definition:	
The number of electronic or manual customer trouble reports per 100 lines.	
Exclusions:	
<ul style="list-style-type: none">Excludes reports caused by customer provided equipment (CPE) or wiring.Excludes all disposition “13” reports (excludable reports), with the exception of code 1316, unless the report is taken prior to completion of the service order.	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none">Business class of serviceResidence class of service UNE Combination - None	
Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines ÷ 100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combination – Parity with SWBT Business and Residence combined.	

37.1 Measurement (New Measure)	
Trouble Report Rate net of installation and repeat reports	
Definition:	
The number of electronic or manual customer trouble reports per 100 lines.	
Exclusions:	
<ul style="list-style-type: none"> Excludes reports caused by customer provided equipment (CPE) or wiring. Excludes all disposition "13" reports (excludable reports) Excludes trouble reports included in PM 35. Excludes trouble reports included in PM 41. 	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combination - None	
Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines ÷ 100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combination – Parity with SWBT Business and Residence combined.	

38. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
<ul style="list-style-type: none"> Excludes all disposition code “13” reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. 	
Business Rules:	
The commitment date and time is established when the repair report is received. The cleared time is the date and time that SWBT personnel clear the repair activity and complete the trouble report. If this is after the commitment time, the report is flagged as a “Missed Commitment.”	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service Dispatch No Dispatch UNE Combination <ul style="list-style-type: none"> Dispatch No Dispatch 	
Calculation:	Report Structure:
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combination – Parity with SWBT Business and Residence combined.	

39. Measurement	
Mean time to restore	
Definition:	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. Excludes disposition code “13” reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. 	
Business Rules:	
The clock starts on the date and time SWBT receives a trouble report. The clock stops on the date and time that SWBT personnel clear the repair activity and complete the trouble report in WFA.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service Dispatch No Dispatch Affecting Service Out of Service UNE Combination <ul style="list-style-type: none"> Dispatch No Dispatch Affecting Service Out of Service 	
Calculation:	Report Structure:
$\frac{\sum[(\text{Date and time SWBT clears ticket with the CLEC}) - (\text{Date and time ticket received})]}{\div \text{Total customer trouble reports}}$	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combination – Parity with SWBT Business and Residence combined.	

40. Measurement	
Percent Out Of Service (OOS) < 24 Hours	
Definition:	
Percent of OOS trouble reports cleared in less than 24 hours.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. Excludes disposition code “13” reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. Excludes reports marked as “No Access” to customer premises. Excludes Affecting Service reports. 	
Business Rules:	
Customer trouble reports are cleared within 24 hours when: <ul style="list-style-type: none"> The customer report is received Monday through Friday cleared within 24 hours. The customer report is received Saturday and cleared within 48 hours. The customer report is received Sunday and cleared before midnight Monday. Holidays are excluded. 	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combination - None	
Calculation:	Report Structure:
(Count of OOS trouble reports < 24 hours ÷ total number of OOS trouble reports) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combination – Parity with SWBT Business and Residence combined.	

41. Measurement	
Percent Repeat Reports	
Definition:	
Percent of customer trouble reports received within 10 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. Excludes disposition code “13” reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order. Excludes reports caused by customer provided equipment (CPE) or wiring. 	
Business Rules:	
Includes customer trouble reports received within 10 calendar days of an original customer report. When the second report is received in 10 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combination - None	
Calculation:	Report Structure:
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combination – Parity with SWBT Business and Residence combined.	

**PM 42 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE
7/12/00**

RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY SWBT (EXCLUDES “ACCESS” ORDERS)

Provisioning

43. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N, T, and C orders by circuit.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes circuits that have a customer requested Due Date greater than 20 business days. • Excludes Weekends and Holidays. • Excludes Customer Caused Misses • Excludes expedites for which the customer paid. 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is This measure is reported at a circuit level.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, DSL and any other services available for resale. • UNE Loop and Port - ISDN and other combinations. 	
Calculation:	Report Structure:
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of circuits completed})}$	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

44. Measurement	
Percent (Specials) Installations Completed Within The Customer Requested Due Date	
Definition:	
Measure of circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SWBT..	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes Weekends and Holidays. • Excludes Customer Caused Misses • Excludes circuits requested for less than the standard offered interval 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure is reported at a circuit level.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, DSL and any other services available for resale. • UNE Loop and Port - ISDN and other combinations 	
Calculation:	Report Structure:
(Count of circuits installed within the customer requested due date ÷ total circuits) * 100	Reported for CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

45. Measurement	
Percent SWBT Caused Missed Due Dates	
Definition:	
Percentage of N, T, and C orders by circuit where installations were not completed by the due date or were canceled after the due date that were caused by SWBT.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes customer caused misses. 	
Business Rules:	
The Due Date is the negotiated date that is returned on the FOC by SWBT for service activation. The Completion Date is the day that SWBT personnel complete the service order activity. This measure includes in both the numerator and the denominator the number of orders canceled after a SWBT-caused missed due date. The source is WFA (Work Force Administration) and data is reported at a circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
(Count of circuits with missed due dates or were canceled after the due date that were caused by SWBT excluding customer caused misses ÷ total number of circuits and those that were canceled after the due date that were caused by SWBT) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

46. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation	
Definition:	
Percent of N, T, and C orders by circuit that receive a customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes trouble report received on the due date before service order completion. • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
A trouble report is counted if it is flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID. . The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 30 days of service order completion and closed within the reporting month	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
[Count of circuits that receive a customer trouble report within 30 calendar days of service order completion ÷ total circuits (excludes trouble reports received on the due date)]* 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

47. Measurement	
Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. 	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID and by selected center names that indicate resale. The lack of facilities is selected based on the missed reason code.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • See Measurement No. 43 • Reported for > 30 calendar days & > 90 calendar days. 	
Calculation:	Report Structure:
(Count of circuits with missed committed due dates due to lack of facilities ÷ total circuits) * 100	Reported for Specials Resale by CLEC, all CLECs and SWBT Retail.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

48. Measurement	
Delay Days for Missed Due Dates Due to Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID and by selected center names that indicate resale. The lack of facilities is based on the missed reason code.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{Committed circuit due date}) \div (\# \text{ of completed circuits with SWBT caused missed due dates due to lack of facilities})$	Reported for CLEC, all CLECs and SWBT Retail Specials.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

49. Measurement	
Delay Days For SWBT Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes Customer Caused Misses 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is reported at a circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed circuit due date}) \div (\# \text{ of posted} - \text{circuits with a SWBT caused missed due date})$	Reported by CLEC, all CLECs and SWBT Retail Specials.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

PM 50 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

PM 51 WAS ELIMINATE WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

Maintenance

NOTE: Specials are all treated as Out of Service repair reports. There is no classification or disaggregation of Affecting Service.

52. Measurement	
Mean Time To Restore	
Definition:	
Average duration in calendar days of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none">• UNE and Interconnection Trunk.• No Access Time.• Delayed Maintenance Time.• Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational	
Business Rules:	
The start time is when the customer report is received and the stop time is when the report is closed. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43 <ul style="list-style-type: none">• No Dispatch• Dispatch	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

53. Measurement	
Percent Repeat Reports	
Definition:	
Percentage of customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
(Count of customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with SWBT Retail.	

54. Measurement	
Trouble Report Rate	
Definition:	
The number of customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks • Excludes trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational 	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	Report Structure:
[Count of trouble reports ÷ (Total circuits ÷ 100)]	Reported by CLEC, all CLECs and SWBT.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with SWBT Retail.	

UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

55. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than “X” business days. The “X” business days is determined based on quantity of UNE loops ordered and the associated standard interval.	
Exclusions:	
<ul style="list-style-type: none">• Specials and Interconnection Trunks.• Excludes UNE Combos captured in the POTS or Specials measurements.• Exclude orders that are not N, T, or C.• Excludes customer requested due dates greater than “X” business days as set out in benchmark measures below.• Excludes customer caused misses.• Excludes Weekends and Holidays.• Excludes circuits in PM 55.2• Excludes expedites for which the CLEC pays an expedite charge.• Excludes xDSL loops in PM 55.1.	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level (except 8.0dB loops at an order level.)	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	Report Structure:
$[\sum(\text{completion date} - \text{application date})] \div$ (Total number of circuits/orders completed)	Reported for CLEC and all CLECs
Measurement Type:	
Benchmark Tier 1 – None Tier 2 – None	

Benchmark:

The standard offered interval is defined in business days as follows:

- **Switch Ports – Analog Port – 3 Days**

- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dark Fiber (1 to 10) – 5 Days
- Dark Fiber (11 to 20) – 7 Days
- Dark Fiber (20+) – 10 Days
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – Negotiate
- BRI Loop (1 to 10) - 4Days
- BRI Loop (11 to 20)– 10 Days
- BRI Loop (20+) – Negotiate
 - 8.0 dB Loops (1 to 10) – 3
 - 8.0 dB Loops (11 to 20) – 7
 - 8.0 dB Loops (20+) – 10
- 5.0 dB Loops (1 to 10) – 3
- 5.0 dB Loops (11 to 20) – 7
- 5.0 dB Loops (20+) – 10
- INP (1-10 Numbers) – 3 days
- INP (11-20 Numbers) – 7 days
- INP (> 20 Numbers) – 10 days

55.1 Measurement (Totally replaces old PM 55.1)	
Average Installation Interval – DSL	
Definition:	
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.	
Exclusions:	
<ul style="list-style-type: none"> • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than the standard offered interval • Excludes customer caused misses. • Excludes Weekends and Holidays. • Excludes expedites (less than 3 days). • Excludes Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR 	
Business Rules:	
<p>The Application Date is the day that the customer authorizes SWBT to provision the DSL based on the loop qualification. If the CLEC uses the “one-step” process (combined loop qualification request and LSR), and the loop qualification determines that the existing loop, in its current condition, meets the CLEC’s specifications, SWBT will initiate the service order when the loop qualification is returned from SWBT engineering and this date will be the application date. If the loop in its current condition does not meet the CLEC’s specifications, SWBT will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SWBT of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SWBT will issue the order and the application date will be the date that SWBT receives the supplement. If the CLEC uses the “two-step” process (loop qualification performed on a pre-order basis) or waives the loop qualification for a loop that pre-qualifies as “green,” SWBT will issue the order upon receipt of a valid LSR and the Application Date will be the date that SWBT receives the valid LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC has requested that Cooperative Acceptance Testing be performed on the loop, the Completion Date is the day that successful Cooperative Acceptance Testing is completed. This is reported at a circuit level.</p> <p>NOTE: For all of the above scenarios, the CLEC’s specifications for the loop will be considered met under the following circumstances:</p> <ul style="list-style-type: none"> • If the CLEC has specified “AS IS” on the initial LSR, the loop meets the CLEC’s specifications if the loop qualification does not show that the end user’s address is served exclusively by Digital Loop Carrier (“DLC”). • If the CLEC has pre-authorized conditioning on the initial LSR, the loop meets the CLEC’s specifications if the loop qualification does not show that the end user’s address is served exclusively by DLC. Any load coils, repeaters and/or bridged/end tap greater than or equal to 2.5 kft, revealed on the loop qualification will be removed per the requirements of the SPEC code. If the CLEC pre-authorizes conditioning, CLEC will not have to provide an additional LSR requesting provision of the loop. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Loops requiring no conditioning with Line Sharing • Loops requiring conditioning with Line Sharing • Loops requiring no conditioning with no Line-Sharing • Loops requiring conditioning with no Line-Sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of})}$	Reported for CLEC and all CLECs, SWBT or affiliate.

circuits completed)	
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
<ul style="list-style-type: none"> • Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies. • Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies. • Loops with line sharing – Parity 	

55.2 Measurement	
Average Installation Interval for Loop With LNP	
Definition:	
Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than “X” business days. The “X” business days is determined based on quantity of UNE loops ordered and the associated standard interval.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combinations captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. • Excludes customer requested due dates greater than “X” business days. X is defined as follows: <ul style="list-style-type: none"> Loop with LNP (1-10) – 4 business days Loop with LNP (11-20) – 8 business days Loop with LNP (>20) – 11 business days • Excludes customer caused misses. • Excludes Weekends and Holidays. • NPAC caused delays unless caused by SWBT. 	
Business Rules:	
The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SWBT personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3 day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4 day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.	
For partial LNP conversions that require restructuring of customer account:	
<ul style="list-style-type: none"> • 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • >30 TNs, including entire NXX: The due dates are negotiated. 	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • CHC <ul style="list-style-type: none"> Loop with LNP (1-10) Loop with LNP (11-20) Loop with LNP (>20) • FDT <ul style="list-style-type: none"> Loop with LNP (1-10) Loop with LNP (11-20) Loop with LNP (>20) 	
Calculation:	Report Structure:
$\frac{[\sum(\text{completion date} - \text{application date})]}{(\text{Total number of orders completed})}$	Reported for CLEC and all CLECs.
Measurement Type:	

Tier 1 – None
Tier 2 – None
Benchmark:
Diagnostic

55.3 Measurement (New Measure)	
Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters.	
Definition:	
The percentage of all xDSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision xDSL services.	
Exclusions:	
Loops under 12,000 feet	
Business Rules:	
The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by the CLEC.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> Loops between 12,000 feet and 17,500 feet Loops over 17,500 feet 	
Calculation:	Report Structure:
$\frac{[\sum(\text{number of xDSL-capable loops requesting the removal of load coils or repeaters})]}{(\text{Total number of orders for xDSL-capable loops UNEs completed})}$	Reported for CLEC, SWBT DSL Affiliate, and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic only.	

56. Measurement	
Percent (UNEs) Installations Completed Within The Customer Requested Due Date	
Definition:	
Measure of circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SWBT.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer caused misses. • Excludes Weekends and Holidays • Excludes circuits captured in PM 56.1 (LNP With Loop) 	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure includes expedites agreed to by SWBT. This measure is reported at a circuit level.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and/or agreed to by parties. • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
Count of circuits installed within the customer requested due date ÷ total circuits) * 100	Reported for CLEC , all CLECs, and SWBT for parity measures affiliate as appropriate.
Measurement Type:	
Tier 1 – None Tier 2 – None	

Benchmark:

95% within the customer requested due date. The following standard offered intervals apply:

- 2 Wire Analog and Digital and INP (1-10) – 3 Days
- 2 Wire Analog and Digital and INP (11-20) – 7 Days
- 2 Wire Analog and Digital and INP (20+) – 10 Days
- BRI Loops (1-10) – 4 Days
- BRI Loops (11-20) – 10 Days
- BRI Loops (20+) – Negotiate

- **DS1 loop(includes PRI) (1-10) – 3 Days**

- **DS1 loop(includes PRI) (11-20) – 7 Days**

- **DS1 loop(includes PRI) (20+) – 10 Days**

- **Switch Ports – Analog Port – 2 Days**
 - Switch Ports – BRI Port (1-50) – 3 Days
 - Switch Ports – BRI Port (50+) – 5 Days
 - Switch Ports – PRI Port (1-20) – 5 Days
 - Switch Ports – PRI Port (20+) – 10 Days
 - DS1 Trunk Port (1 to 10) – 3 Days
 - DS1 Trunk Port (11 to 20) – 5 Days
 - DS1 Trunk Port (20+) – ICB
 - Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
 - Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
 - Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB
 - DSL with no Line Sharing – Non Conditioned – 5 Days
 - DSL with no Line Sharing – Conditioned – 10 Days

Parity with ASI

- DSL with Line Sharing

90% within the customer requested due date. The following standard offered intervals apply:

- INP (1-10 Numbers) – 3 days
- INP (11-20 Numbers) – 7 days
- INP (> 20 Numbers) – 10 days

56.1 Measurement	
Percent Installations Completed within the Customer Requested Due Date for LNP With Loop	
Definition:	
Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SWBT	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combinations captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer caused misses. • NPAC caused delays unless caused by SWBT. 	
Business Rules:	
See Measurement No. 55.2	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Aggregate <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) • CHC – Diagnostic <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) • FDT – Diagnostic <ul style="list-style-type: none"> ➤ Loop with LNP (1-10) ➤ Loop with LNP (11-20) ➤ Loop with LNP (>20) 	
Calculation:	Report Structure:
Count of N, T, C orders installed within customer requested due date ÷ total N, T, C orders excluding those requested earlier than the standard offered interval) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95% within the customer requested due date for aggregate only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.	

PM 57 HAS BEEN MOVED TO PM 1.1

58. Measurement	
Percent SWBT Caused Missed Due Dates	
Definition:	
Percentage of UNEs (8.0dB loops are measured at an order level) where installations are not completed by the negotiated due date.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer caused misses. 	
Business Rules:	
<p>The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8.0dB loops, which are reported at an order level to facilitate comparison with POTS retail. This measure includes in both the numerator and the denominator the number of orders cancelled after a SWBT-caused missed due date.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and/or agreed to by parties including INP only. • DSL loops with line sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
Count of UNEs (8.0 dB loops are measured at an order level)with missed due dates excluding customer caused misses ÷ total number of UNEs (total orders for 8.0dB loops) *100	Reported by CLEC and all CLECs, SWBT or affiliates.
Measurement Type:	
Tier 1 – High Tier 2 – High	

Benchmark:	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	Parity with ASI –Benchmark:
14. DSL Loops – Non-Line Sharing	5%, (No critical z-value applies)

59. Measurement	
Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation	
Definition:	
Percentage of UNEs that receive a customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes trouble report received on the due date before service order completion. • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Excludes loops without test access - BRI • Excludes orders that are not N, T, or C. • Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office. • Excludes PTRs as defined in PM 115 • Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC. 	
Business Rules:	
<p>A trouble report is counted if it is received within 30 calendar days of a service order completion. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 30 calendar days of service order completion that were closed during the reporting month.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and/or agreed to by parties. • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
(Count of UNEs that receive a customer trouble report within 30 calendar days of service order completion ÷ total UNEs) * 100	Reported for CLEC, all CLECs, SWBT or its affiliates.

Measurement Type:		
Tier 1 – High		
Tier 2 – High		
Benchmark:		
See following:		
Parity:	Retail Comparison	
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW)	
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL	
3. BRI Loop with Test Access	ISDN	
4. ISDN BRI Port	ISDN	
5. DS1 Loop with Test Access	DS1	
6. DS1 Dedicated Transport	DS1	
7. Subtending Channel (23B)	DDS	
8. Subtending Channel (1D)	DDS	
9. Analog Trunk Port	VGPL	
10. Subtending Digital Direct Combination Trunks	VGPL	
11. DS3 Dedicated Transport	DS3	
12. Dark Fiber	DS3	
13. DSL Loops – Line Sharing	DSL Loops with line sharing	
DSL Loops – No Line Sharing	6.0% (No Critical z-value applies)	

60. Measurement	
Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combinations captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. 	
Business Rules:	
Any completion date that is greater than the due date with a SWBT lack of facilities missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and/or agreed to by parties. • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note: Additional disaggregations may be required as necessary in the future. 	
Calculation:	Report Structure:
Count of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities ÷ total UNEs (total orders for 8db loops) * 100	Reported by CLEC, all CLECs and SWB affiliate Reported for > 30 calendar days & > 90 calendar days.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

61. Measurement	
Average Delay Days for Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed UNEs (8db loops are measured at an order level) orders due to lack of facilities.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combinations captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. The lack of facilities is selected based on the missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and/or agreed to by parties. • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note : Additional disaggregations may be required as necessary in the future 	
Calculation:	Report Structure:
$\frac{\Sigma(\text{Completion date} - \text{committed UNE (8.db loops are measured at the order level) due date})}{\text{\# of completed UNEs (total completed orders for 8db loops) with SWBT caused missed due dates due to lack of facilities}}$	Reported for CLEC and all CLECs and SWB affiliate for UNEs contained in the UNE price schedule.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

62. Measurement	
Average Delay Days For SWBT Caused Missed Due Dates	
Definition:	
Average calendar days from the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SWBT which is the due date reflected on the FOC, to completion date on company missed UNEs (8.0 dB loops are measured at an order level).	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes orders that are not N, T, or C. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the FOC due date. The Due Date is the customer requested due date when that date is greater than or equal to the offered interval. If expedited (accepted or not accepted), the Due Date is the date agreed to by SWBT, which is the due date reflected on the FOC. The data is reported at a circuit level. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8.0 dB loops, which are reported at an order level to facilitate comparison with POTS retail.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • UNEs contained in the UNE price schedule, and/or agreed to by parties. • DSL loops with line Sharing • DSL loops with no line sharing • Broadband service product (Note : Additional disaggregations may be required as necessary in the future 	
Calculation:	Report Structure:
$\frac{\Sigma(\text{Completion date} - \text{committed UNE (8.0 dB loops are measured at the order level) due date as described in the business rules above})}{\div (\# \text{ of posted UNEs (total completed orders for 8.0 dB loops) with SWBT caused missed due dates})}$	Reported for CLEC, all CLECs, SWBT or affiliates.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	

Benchmark:

Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW) 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW) – POTS (Res./Bus NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with SWBT VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing DSL Loops – No Line Sharing	DSL Loops with line sharing 6.5 Days (No Critical z value applies)